

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Previously Presented) A method of helping a person to use or prepare to use a paper processing machine, comprising the steps of:

- receiving a call for help from the person to a remote service bureau;
- checking a user profile of the person;
- checking an equipment profile of the person; and
- receiving a video uplink from the person's location;
- providing interactive assistance from the remote service bureau to the person,

in response to the call, and seeing a visual image from the person's location, wherein the interactive assistance is based at least partly upon the user profile, the visual image and the equipment profile.

2. (Original) The method of claim 1, wherein the interactive assistance is customized in response to an indication in the user profile of at least one user disability, and wherein the equipment profile comprises information about at least the paper processing machine.

3. (Original) The method of claim 1, further comprising the step of receiving a video uplink from the person's location, in order to provide the interactive assistance based partly upon seeing a visual image from the person's location.

4. (Original) The method of claim 3, further comprising the step of receiving a data uplink from the person's location, allowing an operator at the remote service bureau to monitor at least one status of the paper processing machine.

5. (Original) The method of claim 1, wherein the method includes the step of sending a remote control signal from the remote service bureau to the paper processing machine, for remotely operating or adjusting the paper processing machine.
6. (Original) The method of claim 1, wherein the user profile or the equipment profile or both or parts thereof are sent with the call to the remote service bureau.
7. (Original) The method of claim 1, wherein the user profile or the equipment profile or both or parts thereof are stored at the remote service bureau between calls for assistance.
8. (Original) The method of claim 2, further comprising the step of routing the call to an appropriate operator at the remote service bureau, based at least partly on the indication in the user profile of the at least one user disability.
9. (Original) The method of claim 1 wherein all communication between the person's location and the remote service bureau is accomplished via two respective personal computers linked by the Internet.
10. (Original) The method of claim 3, further comprising a video downlink signal, for enhancing the interactive assistance provided by the remote service bureau.
11. (Previously Presented) A system for helping a person use or prepare to use a paper processing machine, comprising:
 - a user terminal at the person's location; wherein the user terminal is equipped with a video camera for providing a video image of the person's location;
 - an operator terminal at a remote service bureau, responsive to a call for help from the user terminal and the video image of the person's location, the operator terminal having capacity to access a user profile and an equipment profile, the video image and the operator terminal also having capacity to provide interactive assistance

to the user terminal based at least partly upon the user profile the video image and the equipment profile.

12. (Original) The system of claim 11, wherein the interactive assistance is necessarily customized in response to an indication in the user profile of at least one user disability, and wherein the equipment profile comprises information about at least the paper processing machine.

13. (Cancelled)

14. (Original) The system of claim 13, wherein the operator terminal is also for receiving a data uplink from the user terminal, allowing an operator at the remote service bureau to monitor at least one status of the paper processing machine.

15. (Original) The system of claim 11, wherein the system includes means for sending a remote control signal from the remote service bureau to the paper processing machine, in order to remotely operate or adjust the paper processing machine.

16. (Original) The system of claim 11, wherein the call to the remote service bureau includes the user profile or the equipment profile or both or parts thereof.

17. (Original) The system of claim 11, further comprising a database at the remote service bureau wherein the user profile or the equipment profile or both or parts thereof are stored.

18. (Original) The system of claim 12, wherein the operator terminal is selected based at least partly on the indication in the user profile of the at least one user disability.

19. (Original) The system of claim 11 wherein the user terminal and the operator terminal are personal computers linked by the Internet.

20. (Original) The system of claim 13, wherein the operator terminal is further for providing a video downlink signal, for enhancing the interactive assistance provided to the user terminal.

21. (Cancelled)

22. (Cancelled)

23. (Cancelled)

24. (Cancelled)

25. (Cancelled)

26. (Cancelled)